

215 - Utilities and Transportation Comm

A001 Administration

This activity provides administrative, financial, human resource, and information services to the Utilities and Transportation Commission (UTC).

	FY 2010	FY 2011	Biennial Total
FTE's	9.3	8.3	8.8
GFS	\$0	\$0	\$0
Other	\$1,266,000	\$1,133,000	\$2,399,000
Total	\$1,266,000	\$1,133,000	\$2,399,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Provide high-quality services to UTC staff; use agency resources efficiently and effectively; and implement the agency's strategic plan.

The percentage of regulatory fees received on time.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	100%		
	4th Qtr	100%		
2007-09	8th Qtr	100%		
	4th Qtr	100%	99.93%	(0.07)%
2005-07	8th Qtr	100%	99.22%	(0.78)%
	4th Qtr	100%	98.49%	(1.51)%
Regulatory fees are due on May 1st of each year. With a business process of collecting delinquent regulatory fees through September of same year. Average number of companies in a year is approximately 1,100.				

A002 Agency Commissioners

Three commissioners regulate private utility and transportation businesses in the public interest by reviewing company filings, making decisions on contested matters, adopting rules for regulated industries, and advocating Washington's interests before national and regional forums. The commission is an administrative, quasi-judicial, and quasi-legislative state agency. The commission decides matters including rule making; changes to company rates, terms, or conditions for service (tariff revisions); and requests by companies to take action, such as transferring property, issuing securities, or changing accounting practices. Issues involving substantial disagreements or affecting substantial legal rights become formal, adjudicated legal proceedings under the Administrative Procedures Act, RCW 34.05.

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

	FY 2010	FY 2011	Biennial Total
FTE's	7.8	7.7	7.8
GFS	\$0	\$0	\$0
Other	\$1,042,000	\$1,045,000	\$2,087,000
Total	\$1,042,000	\$1,045,000	\$2,087,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Services are available, reliable and safe; hearings are timely and fair; rates are stable and reasonable; and Washington interests are considered by national policy makers.

The average time to enter final orders in adjudicative and rulemaking proceedings.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	90		
	4th Qtr	90		
2007-09	8th Qtr	90		
Reported on a fiscal year basis.				

A003 Pipeline Safety

Washington is one of five states granted inspection authority over interstate hazardous liquid and natural gas pipelines by the federal government. The UTC inspects interstate and intrastate pipelines to ensure they are constructed and operate in accordance with state and federal statute and regulation; audits company practices; investigates accidents; reviews design and construction of new pipelines; develops pipeline rules and policies to protect Washington citizens, enhance the safe movement of these products, and seek enforcement of regulations where appropriate; and works closely with local governments, community organizations, first responders, and citizens to ensure they are informed of pipeline issues in their communities.

	FY 2010	FY 2011	Biennial Total
FTE's	20.2	20.0	20.1
GFS	\$0	\$0	\$0
Other	\$2,748,000	\$2,773,000	\$5,521,000
Total	\$2,748,000	\$2,773,000	\$5,521,000

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents

Expected Results

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Safe operation of pipelines, with no leaks, explosions, damage or injury.

The number of federally reportable, significant pipeline incidents in Washington.				
Biennium	Period	Target	Actual	Variance
2009-11	6th Qtr	2.2		
	2nd Qtr	2.2		
2007-09	6th Qtr	2.2	5	2.8
	2nd Qtr	2.44	0	(2.44)
2005-07	6th Qtr	2.3	1	(1.3)
	2nd Qtr	3		
<p><i>U.S. Department of Transportation, Pipeline and Hazardous Material Safety Agency (PHMSA) defines "significant incidents" as those reported by pipeline operators when any of the following conditions are met:</i></p> <ul style="list-style-type: none"> - fatality or injury requiring in-patient hospitalization; or - \$50,000 or more in total costs, in 1984 dollars; or - highly volatile liquid releases of 5 barrels or more or other liquid releases of 50 barrels or more; or - liquid releases results in an unintentional fire or explosion. 				

A004 Public Counsel

The Public Counsel Section of the Office of the Attorney General is responsible for representing the interests of residential and small commercial customers in electric, gas, and telecommunications proceedings before the UTC and state courts. Although Public Counsel is funded through the UTC budget, it is a branch of the Attorney General and thus, is independent of the commission.

	FY 2010	FY 2011	Biennial Total
FTE's	0.0	0.0	0.0
GFS	\$0	\$0	\$0
Other	\$961,000	\$961,000	\$1,922,000
Total	\$961,000	\$961,000	\$1,922,000

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Provide consumer protection

Expected Results

Effective representation of residential and small commercial rate payers before the Commission.

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Percentage of contested telecommunication and energy cases in which Public Counsel participates.				
Biennium	Period	Target	Actual	Variance
2009-11	6th Qtr	50%		
	2nd Qtr	50%		
2007-09	6th Qtr	50%	48%	(2)%
	2nd Qtr	50%	50%	0%
2005-07	6th Qtr	50%	52%	2%
	2nd Qtr	50%	48%	(2)%
Done on a calendar year basis.				

A005 Railroad Safety

The commission provides for public and railroad employee safety by implementing engineering, compliance, and education programs that reduce deaths, injuries, and property damage on or around railroads. Inspectors work with local road authorities, the Washington State Department of Transportation, railroad companies, and the public to ensure that railroad/highway crossings and warning devices are designed, built, maintained, altered, and closed in the safest possible manner. Inspectors enforce laws and rules to ensure the safety of hazardous materials handling, track structures, operating practices, signals, clearances, and walkways. Trespassing and crossing accidents and derailments are investigated to identify rule violations and general safety problems. Staff participate in Operation Lifesaver, a national program to inform the public about rail safety issues.

	FY 2010	FY 2011	Biennial Total
FTE's	11.5	11.5	11.5
GFS	\$0	\$0	\$0
Other	\$1,616,000	\$1,551,000	\$3,167,000
Total	\$1,616,000	\$1,551,000	\$3,167,000

Statewide Result Area: Improve the safety of people and property

Statewide Strategy: Prevent accidents

Expected Results

Citizens are safe from injury, accident, and property damage involving railroads.

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Number of collisions involving motor vehicles and trains per one million miles of train track.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	4		
	4th Qtr	4		
2007-09	8th Qtr	4		
	4th Qtr	4	3.61	(0.39)
2005-07	8th Qtr	4	4.46	0.46
	4th Qtr	4	4.06	0.06

A006 Regulation of Consumer Services

This activity ensures that regulated companies treat consumers fairly and consistently. This is accomplished by mediating disputes between consumers and regulated companies; responding to consumers' questions about service and consumer rights and responsibilities; providing technical assistance to companies to help them improve service delivery and reduce complaint levels; analyzing complaint data for consumer fraud, deception, or abuse; conducting formal investigations into companies that appear to be using unfair, misleading, or deceptive business practices; making recommendations on needed compliance actions or improvements; and monitoring companies after formal action to ensure the commission's directives are met.

	FY 2010	FY 2011	Biennial Total
FTE's	23.4	23.4	23.4
GFS	\$0	\$0	\$0
Other	\$2,333,000	\$2,332,000	\$4,665,000
Total	\$2,333,000	\$2,332,000	\$4,665,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Customers are protected from fraud and abuse; complaints are resolved quickly; and companies treat customers fairly.

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Average time to close consumer complaint investigations.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	28		
	7th Qtr	28		
	6th Qtr	28		
	5th Qtr	28		
	4th Qtr	28		
	3rd Qtr	28		
	2nd Qtr	28		
	1st Qtr	28		
2007-09	8th Qtr	28		
	7th Qtr	28		
	6th Qtr	28	19	(9)
	5th Qtr	28	27	(1)
	4th Qtr	28	18	(10)
	3rd Qtr	28	15	(13)
	2nd Qtr	28	18	(10)
	1st Qtr	28	22	(6)
2005-07	8th Qtr	28	18	(10)
	7th Qtr	28	20	(8)
	6th Qtr	28	19	(9)
	5th Qtr	28	19	(9)
	4th Qtr	28	18	(10)
	3rd Qtr	28	28	0
	2nd Qtr	28	30	2
	1st Qtr	28	30	2

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Percentage of consumer calls each month that the UTC answers within 60 seconds compared to the average for all agencies that participate in the interagency call center working group.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	80%		
	7th Qtr	80%		
	6th Qtr	80%		
	5th Qtr	80%		
	4th Qtr	80%		
	3rd Qtr	80%		
	2nd Qtr	80%		
	1st Qtr	80%		
2007-09	8th Qtr	80%		
	7th Qtr	80%		
	6th Qtr	80%	95.3%	15.3%
	5th Qtr	80%	96.6%	16.6%
	4th Qtr	80%	96%	16%
	3rd Qtr	80%	93.7%	13.7%
	2nd Qtr	80%	94.75%	14.75%
	1st Qtr	80%	80.34%	0.34%
2005-07	8th Qtr	80%	78.28%	(1.72)%
	7th Qtr	80%	83.11%	3.11%
Starting with the 07-09 biennium.				

A007 Regulation of Energy Companies

The regulation of energy companies involves overseeing rates and business practices of investor-owned natural gas and electric utilities to protect consumers, encourage investment, and ensure adequate energy supplies and reliable service. This is done by reviewing tariff changes and contracts of regulated energy companies, reviewing annual reports and other technical information, presenting expert testimony in contested cases before the commission, and adopting and enforcing rules for regulated companies.

	FY 2010	FY 2011	Biennial Total
FTE's	24.8	24.9	24.9
GFS	\$0	\$0	\$0
Other	\$2,779,000	\$2,803,000	\$5,582,000
Total	\$2,779,000	\$2,803,000	\$5,582,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Consumers pay fair rates; companies invest to ensure adequate energy supplies and reliable service; and the UTC resolves regulatory issues promptly and fairly.

The average number of electricity outages (lasting 5 minutes or longer) for each customer per year.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	0.95		
	4th Qtr	0.95		
2007-09	8th Qtr	0.95		
	4th Qtr	0.95	0.96	0.01
2005-07	8th Qtr	0.95	1.23	0.28
	4th Qtr	0.95	0.95	0
Every year utilities in Washington report a series of reliability statistics. One of these statistics is the System Average Interruption Frequency Index (SAIFI). This index presents the average number of sustained interruptions or outages per customer. An outage qualifies for the SAIFI index if it lasts longer than five (5) minutes. The statistics presented above are an average of the SAIFI data reported by the three IOUs in Washington weighted by the number of their residential customers.				

The average residential electricity rate paid by Washington customers of private utilities as a percent of the national average.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	0.7		
	4th Qtr	0.7		
2007-09	8th Qtr	0.7		
	4th Qtr	0.7	0.74	0.04
2005-07	8th Qtr	0.7	0.66	(0.04)
	4th Qtr	0.7	0.66	(0.04)
The Edison Electric Institute publishes data on electricity rates across the country. Included in this data are figures for the average residential electricity rate of both Washington investor-owned utilities and all US investor-owned utilities. The number presented above is the Washington rate divided by the National rate.				

A008 Regulation of Water Companies

The regulation of water companies involves overseeing rates and business practices of regulated water companies. This is accomplished through working with privately-owned water companies and their customers to set fair rates for drinking water; protecting captive water customers from potential abuse by water companies; developing, explaining, and enforcing water rules and policies to protect consumers and encourage investment; reviewing tariff changes of regulated water companies; and working with water companies and the Department of Health's Drinking Water Program to resolve service complaints about water quality and quantity issues.

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

	FY 2010	FY 2011	Biennial Total
FTE's	3.9	4.9	4.4
GFS	\$0	\$0	\$0
Other	\$414,000	\$417,000	\$831,000
Total	\$414,000	\$417,000	\$831,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Commissioners, companies, customers, and stakeholders have the information they need to determine whether rates are fair, just, reasonable, and sufficient and that other filings are in the public interest; captive customers are protected from potential abuse by monopoly water companies; water companies invest to provide high quality water supplies; and regulatory issues are resolved promptly and fairly.

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Ratio of closed to opened filings per quarter for all regulated water companies.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1		
	5th Qtr	1		
	4th Qtr	1		
	3rd Qtr	1		
	2nd Qtr	1		
	1st Qtr	1		
2007-09	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1	1.12	0.12
	5th Qtr	1	1.38	0.38
	4th Qtr	1	0.92	(0.08)
	3rd Qtr	1	0.92	(0.08)
	2nd Qtr	1	1.44	0.44
	1st Qtr	1	1.06	0.06
2005-07	8th Qtr	1	0.9	(0.1)
	7th Qtr	1	0.87	(0.13)
	6th Qtr	1	1.28	0.28
	5th Qtr	1	1	0
	4th Qtr	1	0.95	(0.05)
	3rd Qtr	1	0.84	(0.16)
	2nd Qtr	1	1.35	0.35
	1st Qtr	1	0.88	(0.12)
Not measured in 2001-2003 biennium.				

A009 Solid Waste Companies Licensing, Regulation, and Safety

Solid waste regulation involves overseeing rates, service areas, safety, and business practices of regulated solid waste collection companies to ensure reasonable rates and desired services. This includes setting fair rates for the collection of residential and commercial garbage and residential recyclables; resolving billing and service problems; auditing companies; adopting and enforcing laws and rules; participating with counties and cities in the development of comprehensive solid waste management plans; working with collection companies to implement the plans; and collaborating with the Department of Ecology on recycling and the State Solid Waste Management Plan.

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

	FY 2010	FY 2011	Biennial Total
FTE's	11.6	11.6	11.6
GFS	\$0	\$0	\$0
Other	\$1,237,000	\$1,248,000	\$2,485,000
Total	\$1,237,000	\$1,248,000	\$2,485,000

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

Expected Results

Fair rates; safe operations; services that customers and local governments want; financially sound companies; satisfied partners; and prompt and fair resolution of regulatory issues.

A010 Telecommunication Companies Licensing and Regulation

Regulation of telecommunications companies involves: reviewing tariff changes, contracts, and interconnection agreements; removing regulation as competition increases; monitoring the performance of approximately 20 companies that continue to have a captive customer base; providing leadership on policy and operational issues within the telecommunications industry; working closely with all segments of the telecommunications industry, including other government agencies, federally regulated and unregulated carriers; presenting expert testimony in contested cases; facilitating informal resolution of conflicts in the industry; and, when necessary, participating in formal arbitration and enforcement cases.

	FY 2010	FY 2011	Biennial Total
FTE's	20.5	20.4	20.5
GFS	\$0	\$0	\$0
Other	\$2,239,000	\$2,279,000	\$4,518,000
Total	\$2,239,000	\$2,279,000	\$4,518,000

Statewide Result Area: Strengthen government's ability to achieve results efficiently and effectively

Statewide Strategy: Enhance mobility system quality and service

Expected Results

Telecommunications services in the state are fairly priced, reliable, and available to all. Telecommunications providers compete for market share. Consumers are protected from unfair business practices. Regulatory issues are resolved efficiently and fairly.

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Level of local wire line phone competition in Washington (as measured by the Hirschman-Herfindahl Index less concentration = more competition)				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	7,400		
	6th Qtr	7,400		
	4th Qtr	7,500		
	2nd Qtr	7,500		
2007-09	8th Qtr	7,400		
	6th Qtr	7,400	7,127	(273)
	4th Qtr	7,500		
	2nd Qtr	7,500	7,479	(21)
2005-07	8th Qtr	7,400	7,479	79
	6th Qtr	7,400	7,546	146
	4th Qtr	7,500	7,525	25
	2nd Qtr	7,500	7,538	38
<p><i>The Hirschman-Herfindahl Index (HHI), is the sum of the squares of the individual market shares of all the participating firms in the relevant market. An HHI under 1,000 indicates an unconcentrated market. An HHI between 1,000 and 1,800 indicates a moderately concentrated market. An HHI over 1,800 indicates a highly concentrated market. An HHI of 10,000 indicates a 100% pure monopoly market.</i></p>				

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Percentage of phone service interruptions restored by telephone companies within 48 hours.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	100%		
	7th Qtr	100%		
	6th Qtr	100%		
	5th Qtr	100%		
	4th Qtr	100%		
	3rd Qtr	100%		
	2nd Qtr	100%		
	1st Qtr	100%		
2007-09	8th Qtr	100%		
	7th Qtr	100%		
	6th Qtr	100%		
	5th Qtr	100%		
	4th Qtr	100%		
	3rd Qtr	100%		
	2nd Qtr	100%	97.12%	(2.88)%
	1st Qtr	100%	98.11%	(1.89)%
2005-07	8th Qtr	100%	95.49%	(4.51)%
	7th Qtr	100%	92.18%	(7.82)%
	6th Qtr	100%		
	4th Qtr	97.6%	97.59%	(0.01)%
Reported in accordance with WAC 480-120-439(9). Weighted average based on number of access lines in Washington, as reported to the FCC. Merged company reporting consolidated (ATT+TCG) except where separate reporting allowed by commission.				

A011 Transportation Companies Licensing, Regulation and Safety

This activity oversees rates, routes, services, safety, and business practices of regulated bus companies, household goods carriers, airporters, low-level radioactive waste disposal sites, and commercial ferries. It includes rulemaking, permitting firms to do business, setting fair rates, resolving billing and service problems, auditing companies, and enforcing laws and rules.

	FY 2010	FY 2011	Biennial Total
FTE's	18.9	18.7	18.8
GFS	\$0	\$0	\$0
Other	\$1,768,000	\$1,796,000	\$3,564,000
Total	\$1,768,000	\$1,796,000	\$3,564,000

Statewide Result Area: Improve the safety of people and property

Appropriation Period: 2009-11 Activity Version: 2C - 2009-11 Enacted Recast

Statewide Strategy: Prevent accidents

Expected Results

Customers pay reasonable rates; service is safe, reliable, and available; and regulated companies get fast, reliable service from the UTC.

The number of reportable accidents per million miles traveled by Washington passenger carriers.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	3		
	4th Qtr	3		
2007-09	8th Qtr	3		
	4th Qtr	3	2.29	(0.71)
2005-07	8th Qtr	3	2.95	(0.05)
	4th Qtr	3	2.49	(0.51)
<p><i>"Reportable accidents" are federally reportable accidents, as defined by the Federal Motor Carrier Safety Administration (FMCSA) of the US Department of Transportation (USDOT).</i></p> <p><i>"Passenger carriers" include:</i></p> <ul style="list-style-type: none"> <i>a. charter and excursion buses;</i> <i>b. auto transportation (scheduled service; e.g., Greyhound buses, Airporter shuttles); and</i> <i>c. non-profit (e.g., church buses, vans, etc.).</i> 				

Grand Total

	FY 2010	FY 2011	Biennial Total
FTE's	151.9	151.4	151.7
GFS	\$0	\$0	\$0
Other	\$18,403,000	\$18,338,000	\$36,741,000
Total	\$18,403,000	\$18,338,000	\$36,741,000